# Invitation to Quote

Contract for the Provision of Specialist Cx Services for Housing IT Programme

##### Closing Date: 17:00 on 19 July 2024

# Definitions

In this Invitation to Quote, the terms listed below shall have the corresponding meanings assigned to them. The term ‘person’ shall include persons and any body of persons, corporate or non-corporate.

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| Term | Definition |
| ‘Bidder’ | Any person who has, or is seeking to, submit a Quotation to the Council. |
| ‘Contract’ | A legally binding agreement between the Council and one or more Bidders for the goods/ services/ works specified in paragraph 1.1 of these Instructions to Bidders. |
| ‘Contractor’ | Any person awarded a Contract by the Council. |
| ‘the Council’ | The Council of the London Borough of Redbridge. |
| ‘Invitation to Quote’ or ‘Quotation Documents’ | The documents issued by the Council to Bidders in connection with this Procurement Process. This shall include, but not necessarily be limited to, this document (including these Definitions, the Instructions to Bidders and all Appendices) and the Conditions of Contract. |
| ‘Member’ | An elected member of the Council of the London Borough of Redbridge. |
| ‘Procurement Process’ | Means the procedure set out in the Instructions to Bidders by which Quotations will be invited and evaluated. |
| ‘Quotation’ | An offer submitted to the Council by a Bidder in response to this Invitation to Quote. |
| ‘Submission Date’ | The last time and date by which Quotations may be submitted, as specified in paragraph 3.1 of these Instructions to Bidders. |

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| Instructions to Bidders |

#### General information

* 1. The London Borough of Redbridge (‘the Council’) invites Quotations for the Contract for the Provision of Project Services for Housing IT Programme (‘the Contract’). **The services are described in Appendix 1 (‘Specification’).** The Contract shall commence on 1 August 2024 and continue up to and including 31 July 2025. The Council, at its sole discretion, reserves the option to extend the Contract for up to a further 6 months.
  2. Quotations must be submitted for the whole of the Contract. Quotations for part only may be rejected.
  3. The Council reserves the right to accept any Quotation in whole or in part or not at all.
  4. The Council shall not accept liability for any costs incurred in the preparation and submission of any Quotation, including in the event that the Council terminates the Procurement Process for any reason and/or where a Bidder is unsuccessful in being awarded the Contract.
  5. All requests for clarification and further information must be submitted electronically via the London Tenders Portal. **Telephone and email enquires will not be accepted.** Such requests must be submitted by no later than **17:00 on 19 July 2024.** Bidders shall not otherwise make contact with any representative of the Council in connection with this Invitation to Quote unless instructed in writing by the Council.
  6. As a matter of course, the Council will disclose details of all requests for clarification/ further information, and any resulting action or explanation from the Council, to all Bidders. However, the Council will not disclose the identity of the original enquirer and shall omit any information it believes may be commercially sensitive.
  7. Bidders must ensure they read and understand all Quotation Documents, including, but not necessarily limited to, this document (including the Definitions, the Instructions to Bidders and all Appendices) and the Conditions of Contract. Any queries regarding any of the Quotation Documents must be raised with the Council prior to the Submission Date.
  8. The Council is subject to the Freedom of Information Act 2000 (“the FOIA”) and the Environmental Information Regulations 2004 (“the EIR”). Bidders shall therefore be aware that, following the award of the Contract, the Council may be required to publicly disclose any part of the Contract, including the successful Bidder’s submitted Quotation, except for any information which is exempt from disclosure under the relevant provisions of the FOIA and/or the EIR.

#### Preparation of Quotations

* 1. Valid Quotations **must** include all of the following documents, each duly completed in the form provided in this Invitation to Quote:

1. Appendix 2: Supplier Suitability;
2. Appendix 3: Pricing Schedule;
3. Appendix 4: Method Statement
4. Appendix 5: Declaration.
   1. Bidders must complete their Quotation in full. Incomplete Quotations may be rejected.
   2. All pricing information must be submitted in Appendix 3 (‘Pricing Schedule’). **Please do not provide pricing information on separate sheets or in other Quotation Documents**.
   3. Quotations must be submitted in the English language only.
   4. Bidders must not, prior to any such time as the Contract is awarded, disclose to any person other than the Council the price or approximate price of their proposed Quotation, except where such disclosure, in confidence, is necessary to obtain insurance premium quotations or other undertakings necessary for the preparation of their Quotation.
   5. The Contract, and all purchase orders raised by the Council, shall be subject the Conditions of Contract appended to this Invitation to Quote. **Bidders shall not make or propose any amendments to the Conditions of Contract**. Any queries regarding the Conditions of Contract must be raised with the Council prior to the Submission Date.
   6. Bidders must meet the minimum insurance requirements set out in Appendix 2 (‘Supplier Suitability’). Bidders who do not already meet these requirements must provide a statement confirming that they shall do so in the event that their Quotation is successful.
   7. Bidders must not make any alterations to any Quotation Document, except where expressly permitted.
   8. All prices/rates shall be entered in the Price Schedule in pounds sterling and exclusive of Value Added Tax.
   9. Prior to submitting a Quotation, Bidders must fully satisfy themselves as to the requirements of the Contract. The Council shall deem all prices/rates submitted by Bidders to be fully inclusive of all costs, obligations, liabilities and risks which may be incurred in meeting the requirements of the Contract, and will not consider any claims from the Contractor/s for additional payments on grounds of want of knowledge.

#### Submission of Quotations

* 1. Quotations must be uploaded by **17:00 19 July 2024** (‘the Submission Date’). **Quotations submitted after this time will not be accepted**.
  2. Valid Quotation**s** mustinclude all of the documents identified in paragraph 2.1.
  3. Bidders **must** **not** submit with their Quotation any information or documentation that has not been specifically requested by the Council, such as:

1. information/documentation not relevant to a Quotation or the Procurement process, such as general sales literature/ brochures;
2. any Procurement Document not specified in paragraph 2.1 (for example, the Conditions of Contract).
   1. Quotations shall remain open for acceptance for a minimum of 60 days from the Submission Date.

#### Evaluation of Quotations

* 1. The Council reserves the right to reject a Quotation if:

1. it does not comply with any of the requirements set out in the Invitation to Quote; or
2. it contains any significant omissions; or
3. the Council deems it to have been priced abnormally low.
   1. Where certain information within a Quotation is incomplete or missing, or where specific documents are absent, the Council may require the Bidder to complete or submit such information or documentation after the Submission Date. However, Bidders shall not be permitted to submit any missing information or documentation that is subject to the award criteria/sub-criteria specified in paragraph 4.5 (such as but not limited to pricing information and method statements).
   2. Where the Council believes a Quotation to contain one or more errors or inconsistencies, the Council may require the Bidder to clarify and/or amend the relevant parts of their Quotation. However, no opportunity shall be given to amend any information subject to the award criteria/sub-criteria specified in paragraph 4.5, except to correct a demonstrable arithmetical or interpretive error.
   3. Bidders shall be aware that failure to submit any missing/incomplete information or documentation requested by the Council, or to respond to a request to clarify or amend any part of their Quotation, or to do any of these things within any specified timescales, may lead to the rejection of their Quotation.
   4. Quotations will be evaluated on the basis of the following evaluation criteria and sub-criteria:

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| Criteria | Criteria weighting | Sub-criteria | Maximum weighted score |
| Price | 50% | Price | 40% |
| Quality | 40% | Method Statement Question 1 | 20% |
| Social Value | 10% | Social Value | 10% |

* 1. The sub-criteria weightings represent the maximum scores **(hereafter referred to as ‘maximum weighted scores’)** that can be attained in relation to each of the corresponding sub-criteria.

## Evaluation of price

* 1. The evaluation of price will be based on the ‘grand total price’ specified by Bidders in the Pricing Schedule (Appendix 3).
  2. The lowest ‘grand total price’ submitted will be allocated the maximum weighted score of #%. The other ‘grand total prices’ submitted will be scored in relation to the lowest ‘grand total price’ as follows—

*(lowest Quotation price ÷ other Quotation price) x maximum weighted score*

## Evaluation of quality

* 1. The evaluation of quality will be based on the responses submitted by Bidders to the Method Statement Questions set out in Appendix 4 (‘Method Statements’).
  2. Method Statement Questions shall be evaluated according the following scoring methodology:

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| Score | Description | Rationale |
| 5 | Excellent | Proposal meets requirements in full |
| 4 | Good | Proposal meets requirements in almost all respects; some minor omissions when compared with an “excellent” response |
| 3 | Satisfactory | Proposal meets requirements to a basic standard; satisfies basic/fundamental requirements only |
| 2 | Poor | Proposal fails to meet requirements in full; indicates that basic/fundamental requirements would be met only partially |
| 1 | Very poor | Proposal significantly fails to meet requirements; contains significant shortcomings |
| 0 | Unacceptable/ no response | Completely fails to meet requirements or does not provide a proposal at all |

* 1. For example, a Quotation attaining a score of 5 for any Method Statement Question will therefore attain the maximum weighted score for that question. Scores of less than five will result in weighted scores calculated as follows:

*(maximum weighted score ÷ 5) x score*

* 1. Any Quotation attaining a score of 0 for any Method Statement Question will be rejected without further evaluation.
  2. Failure to provide a response to any Method Statement Question will result in the Council allocating a score of 0 for that question.

## Final evaluation scores

* 1. The final overall score for each Bidder will be calculated by adding their final weighted Price score to their final weighted Quality score to give an overall combined score (expressed as a percentage).

## Notification of Bidders

* 1. Acceptance of a Quotation by the Council shall be communicated in writing to the successful Bidder. All unsuccessful Bidders shall be notified in writing of the Council’s decision.

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| Appendix 1: Specification |

1. **ORGANISATION PROFILE**

The Council’s Corporate Strategy is underpinned by the following key priorities:

1. Regenerate the borough to benefit our residents and integrate new communities.
2. Keep the borough clean and safe.
3. Be a great place to live as a family.
4. Tackle the root causes of social challenges.
5. Build a brilliant Council.

The Housing IT Programme supports the delivery of Housing transformation of our Resident services which will contribute to achieving these aims. It will do so by providing a strong foundation for how Housing services will be designed, built and operated securely.

1. **PROJECT BACKGROUND**

The Housing IT Programme has identified the need to consolidate our systems and replace some of our legacy systems Housing IT systems, Northgate (OHMS) at its centre. The Programme of works covers 3 main workstreams Housing Management, Asset Management and Housing Needs, including Rent Collections Services and Home Ownership.

This award is to provide a resources to provide support for ongoing programme activities and deliver the outcomes identified through the Programme.

1. **SCOPE OF SERVICES**

The scope of the work is to provide specialist Cx consultancy to support the Cx project at London Borough of Redbridge.

* 1. The high-level activities for the Phase 1 project are:
* Support the project team to determine business requirements.
* Support the project team to complete the configuration of the Cx Housing system.
* Support the project team to agree and develop required system integrations, engaging business stakeholders wherever possible.
* Plan and carry out Functional Testing and then User Acceptance Testing.
* Plan and carry out Training.
* Plan and carry out the go-live cut-over.

The services required are remote however there may be a need to be onsite for key activities, this will be agreed between both parties as required.

London Borough of Redbridge has a project team of the following:

* Programme Manager
* Project Manager
* 2 x Business Analysts/Implementation Consultants
* 2 x Data Consultants

We are looking for specialist Cx consultancy to support this team with the following:

Requirements gathering/Configuration:

* Supporting the BA’s in gathering the requirements from the business
* Deciding on the best way to configure the system
* Configuring Cx in line with the requirements
* Support with creating test plans and scripts
* Support with training and business readiness activities
* Support with the cutover and go live

Data migration and Reporting:

* Providing technical support for the data migration (5 data passes plus go live)
* Providing technical support for reconciliation of data migration
* Providing technical support with writing reports identified as critical to the service

**Bidders are to note, the Authority has a maximum budget of £85,000 (excluding VAT) for the delivery of this integration programme.**

1. **CONTRACT MANAGEMENT**

The management of this contract will be inline with the delivery of the Cx Project and payment of services will need to be either at agreed payment milestones or monthly invoices in arrears for time used.

1. **TERMS & CONDITIONS**

This contract will be issued using standard terms and conditions. A copy of this is provided.

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Please note, London Borough of Redbridge also operates an early payment discount for all suppliers. This Council will apply an early payment discount of 2.5% against all invoices received if they make payment within 14 days of the Invoice date.

1. **SOCIAL VALUE**

10% of the scoring will be exclusively based upon Social Value considerations presented as a result of the awarding of the contract. As a council, we have identified some specific areas where we are committed to having the maximum impact. These include, but are not limited to:

* Improvement of digital skills for Redbridge residents.
* Improving the number of young people and adults gaining access to digital and IT related work opportunities and apprenticeships.
* Increasing the access of children and low-income families to computers and/or broadband services.
* Providing functioning IT equipment to voluntary organisations for their own use to pass on to vulnerable clients.
* Providing staff to work with young and vulnerable clients as mentors or coaches to support their career progression.

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| Appendix 2: Supplier Suitability |

#### General information

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| Company name: |  |
| Address: |  |
| Contact name: |  |
| Contact telephone number: |  |
| Contact email address: |  |

#### Insurances

The Contractor shall be required to hold the following types and minimum levels of insurance**.** **Please provide a copy of your insurance policy documents as proof of insurance cover**.

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| Type of Insurance | Minimum level of cover |
| Public Liability | £10,000,000 for any one occurrence |
| Products Liability | £10,000,000 for any one occurrence |
| Cyber Liability | £10,000,000 for any one occurrence |
| Professional Indemnity | £2,000,000 for any one claim |
| Employer’s Liability | No less than £ 5,000,000 any one claim or series of claims arising out of any one Occurrence |

If you do not already meet any of the minimum levels of insurance specified above, please provide a statement below confirming that you will do so in the event that your Quotation is successful.

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| Appendix 3: Pricing Schedule |

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| Description | Quantity | Unit Price | Total Price |
| Service days | TBC | £ | £ |
|  | Grand total | | £ |

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| Appendix 4: Method Statements |

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| Method Statement 1 – Summary of Supplier |
| **Please provide a statement around the following:**  **Responses should comment on:**   * **What services you provide?** * **Background and experience of delivering successful Civica Cx (Housing) Implementations** * **What Social Value you offer as an organisation?**   **Please limit to one side of A4. A further proposal can be submitted along with this if required.** |
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| Appendix 5: Declaration |

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| **In submitting this Quotation, I/We: -**   1. in the event that My/Our Quotation is successful and I/We are awarded the Contract, I/We undertake to execute and perform the Contract for the sums set out in the completed Pricing Schedule and according to the methods described in My/Our responses to the Method Statement Questions, and shall do so in accordance with the Conditions of Contract, the Specification and the other documents and appendices referred to in the Invitation to Quote. 2. certify that this Quotation is bona fide and intended to be competitive, and that I/We have not: 3. fixed or adjusted the amount, prices, charges or rates in the Quotation by or in connection with any agreement or arrangement with any other person or by reference to any other Quotation; or 4. entered into any agreement with any other person that they shall refrain from submitting a Quotation, or as to the amount of any Quotation to be submitted; or 5. directly or indirectly canvassed any Member or employee of the Council concerning the acceptance of any Quotation, or directly or indirectly obtained or attempted to obtain information from any such Member or employee concerning any other Quotation; or 6. offered to pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Quotation or proposed Quotation any act or thing of the sort described above; or 7. committed an offence under the Bribery Act 2010 and any subordinate legislation made under the Bribery Act 2010 or given any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 1972. 8. understand that the Council may be required to publicly disclose any part of My/Our Quotation if its disclosure is requested under the Freedom of Information Act 2000 or The Environmental Information Regulations 2004; 9. certify that all information supplied is accurate to the best of My/Our knowledge and belief. I/We understand that the submission of false information may result in the disqualification of My/Our Quotation; 10. warrant that this Quotation is bona fide and that the person submitting it (named below) is duly authorised to do so.   In this document, the term ‘person’ shall include persons and any body of persons, corporate or non-corporate. | |
| Name: |  |
| Position: |  |
| Signature: |  |
| Organisation name: |  |
| Date: |  |